

## Welcome to the June GP bulletin

This month's GP bulletin includes important information on [patient data checks](#) on GP practice lists, the [Transfer of the Cervical Screening Administration Service to the NHS](#) and our [new guide to patient registrations](#).

*Note: this bulletin has been sent to the main contact address we hold for your practice, please feel free to share with any colleagues you feel would benefit from this information at your practice.*

### Click the links to find out more:

- [Patient registrations](#)
- [Returning supplies](#)
- [GP Pensions update](#)
- [Transfer of the Cervical Screening Administration Service to the NHS](#)
- [Customer Feedback](#)
- [Contacting PCSE](#)

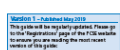
## Registrations

### New guide to patient registrations

To keep you up to date with registration processes, we have produced a simple and easy to use Guide to Patient Registrations which is available to download from the PCSE website [here](#).

Your practice will receive a printed copy of the new guide with your usual CitySprint collection/delivery during June.

We hope you find the information useful. The Guide to Patient Registrations covers the following topics:



Primary Care Support England

### A Guide to Patient Registrations



- How is patient registration information updated?
- Overview of the Registrations process
- Using the High Security setting on your practice clinical system
- GP Links and GP Codes
- Confusions and duplicates
- Tips for smooth patient registrations
- Common reasons for rejection of patient registrations
- Guidance on Residential Institute (RI) Codes
- Requesting the removal of patients from your practice list
- Process for registering an adopted patient
- Process for registering a patient gender re-assignment

### Please note:

The new guide will be updated regularly, so please check the 'Registrations' page of the PCSE website to ensure you are reading the most up to date guidance.

[www.pcse.england.nhs.uk/services/registrations](http://www.pcse.england.nhs.uk/services/registrations)

## **Data checks on GP Lists**

On behalf of NHS England, PCSE has started to contact GP practices to conduct data checks on practice lists.

There are two types of data checks - data quality checks and list reconciliation. These checks are important to ensure patients are accurately registered with practices, and therefore included in relevant screening programmes.

## **Data Quality Checks**

Data quality checks ensure that the registration details for specific patient groups are up to date.

PCSE will contact either the GP practice, or the patients concerned directly to ask them to confirm that the details held for them are still accurate.

If the practice is required to verify the details for the patients, PCSE will send email instructions from PCSE which outline the steps they need to take to complete the request. PCSE has already started to contact a small number of GP practices to verify the registration details of patients aged over 100. This work has been rolled out nationally to all practices in England from May 2019.

Other patient group checks will follow, including:

- patients aged under 16 recorded as living alone
- patients recorded as living in demolished properties
- patients recorded as being registered at student accommodation for over four years (for this group PCSE will contact the GP and then the patient)
- addresses with apparent multiple occupancy (for this group PCSE will contact the GP and then the patient)
- Patients that migrated to England 12 months ago - for this group, PCSE will contact patients directly to verify details)

## **List reconciliation**

In addition to the data quality checks, PCSE has also started to contact practices regarding patient list reconciliation. This work involves PCSE contacting practices to request a copy of the patient list from their clinical system. PCSE will compare it with the patient list for the practice held on NHAIS (the national patient records database).

Practices will be contacted by PCSE with a request to send a file for reconciliation once every three years. The timescale set for practices to respond to PCSE's request is 10 days, as agreed with NHS England. This timescale has been set because patient lists are constantly changing with new registrations, amendments and deductions of patients, data checks need to be completed in a relatively short timeframe to ensure the process is completed as accurately as possible.

## **Keeping your practice main contact details up to date**

PCSE send communications by email to the main contact we hold at each practice, so it's important that contact details are kept up to date on PCSE Online. If you received this

bulletin directly from PCSE you are currently recorded as the main contact. If you need to amend, add or delete any contacts for your practice, the main contact can do this via the User Management section on PCSE Online.

## GP Pensions

The PCSE GP Pensions team is currently working through a high volume of document submissions and queries. During this period, responses to queries and cheque processing may take longer than usual.

### Estimate of GP (and non-GP) Providers NHS Pensionable Profits/Pay

In order to avoid large adjustments at the end of the financial year please ensure:

- Revised estimate forms are submitted to PCSE as soon as practitioners leave/join the practice.
- The information provided on the [Estimate of GP \(and non-GP\) Providers NHS Pensionable Profits/Pay](#) is as accurate as possible.

FAQs on Estimates can be accessed on the [‘Help’](#) page of the PCSE website.

## Transfer of the Cervical Screening Administration Service to the NHS

As part of a renewed drive to improve all national screening programmes and patient care, NHS England has commissioned Professor Sir Mike Richards to carry out a national review of screening programmes, including cervical screening.

Pending the outcome of the review, NHS England has decided to bring the cervical screening administrative services back under direct NHS control. This is consistent with the approach in all other national screening programmes and will enable better integration across them all.

From 1 July 2019 the cervical screening administration service will transfer from PCSE, to the NHS. It will be managed by the NHS North of England Commissioning Support Unit (NECS), and will be called, *NHS Cervical Screening Administration Service*.

A programme board has been established to manage the smooth transfer of the service, which is planned to happen in two phases, in July and November 2019.

It is expected some of the contact points for GP practice staff will change as part of the service transition. Further information about any changes to the current arrangements will be shared as soon as possible.

In the meantime, please continue to use existing [PCSE contact points](#) for requests and queries about cervical screening.

Any questions specifically about the service transfer can be emailed to [necsu.cervicalscreening@nhs.net](mailto:necsu.cervicalscreening@nhs.net)

### Contacting PCSE

You can contact PCSE with enquiries and requests via our [online form](#).

Using the form ensures the quickest possible response time by:

- Routing your query to the correct team
- Allocating a unique case reference number should you need to follow up

If you are following up on an existing enquiry, please also quote the case reference number, as this will enable us to identify your case and assist you as quickly as possible.

You can also try our [online help](#) for answers to the most frequently asked questions from our customers.

### Customer Feedback

The stars below are active and one click is all it takes to **let us know how useful the bulletin is to you**. There is also the option to leave a brief comment if you'd like to expand on your response.



Very  
useful



Useful



Needs  
improvement



Not useful  
at all

Best wishes,

Primary Care Support England (PCSE)